

WHAT IS CLAIMED IS:

1                   1.       A method for managing a plurality of failures in a video and data  
2 network comprising:  
3                   discovering a failure in the video and data network, wherein the failure is a  
4 root cause;  
5                   correlating the root cause failure with the plurality of failures to determine  
6 related failures generated as a result of the root cause failure;  
7                   suppressing the related failures;  
8                   determining if the root cause failure is automatically resolvable; and  
9                   if the root cause failure is automatically resolvable, resolving the root cause  
10 failure.

1                   2.       The method of claim 1, wherein the video and data network comprises  
2 a Digital Subscriber Line (xDSL) network.

1                   3.       The method of claim 1, wherein the video and data network comprises  
2 a Very high bit rate DSL (VDSL) network.

1                   4.       The method of claim 1, further comprising creating a repair ticket for  
2 the root cause failure.

1                   5.       The method of claim 1, wherein correlating the failure comprises:  
2 interacting with a physical network transport inventory; and  
3 determining upstream and downstream physical network elements from the  
4 failure.

1                   6.       The method of claim 5, wherein correlating the failure comprises:  
2 correlating related failures from the upstream and downstream physical  
3 network elements with the failure.

1                   7.       The method of claim 1, further comprising determining one or more  
2 user's affected by the root cause failure.

1                   8.       The method of claim 7, wherein determining one or more user's  
2 affected by the failure comprises using customer data to correlate the one or more users to the  
3 failure.

1                    9.        The method of claim 7, , further comprising notifying the one or more  
2 user's affected by the failure.

1                    10.      The method of claim 7, further comprising opening a repair ticket in  
2 one or more records of the one or more user's affected by the failure.

1                    11.      The method of claim 10, further comprising determining when the  
2 failure was resolved.

1                    12.      The method of claim 11, further comprising closing the repair ticket in  
2 the one or more records of the one or more user's affected by the failure when the failure has  
3 been resolved.

1                    13.      The method of claim 12, further comprising notifying the one or more  
2 user's affected by the failure when the failure is resolved.

1                    14.      The method of claim 11, further comprising validating the resolution  
2 of the failure.

1                    15.      The method of claim 14, wherein validating the resolution of the  
2 failure comprises testing a physical connectivity of the video and data network.

1                    16.      The method of claim 14, wherein validating the resolution of the  
2 failure comprises testing a virtual connectivity of the video and data network.

1                    17.      The method of claim 1, further comprising storing the failure in a  
2 history of failures.